

Transition Consumer Satisfaction Survey: Staff

Vermont Department of Disabilities, Aging
and Independent Living (DAIL):
Division of Vocational Rehabilitation
(DVR)

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Methodology Synopsis

Objectives Measure school and partner agency satisfaction with DVR services

Sample 502

Data Collection Data collection occurred from May 26th to July 20th

Survey Online

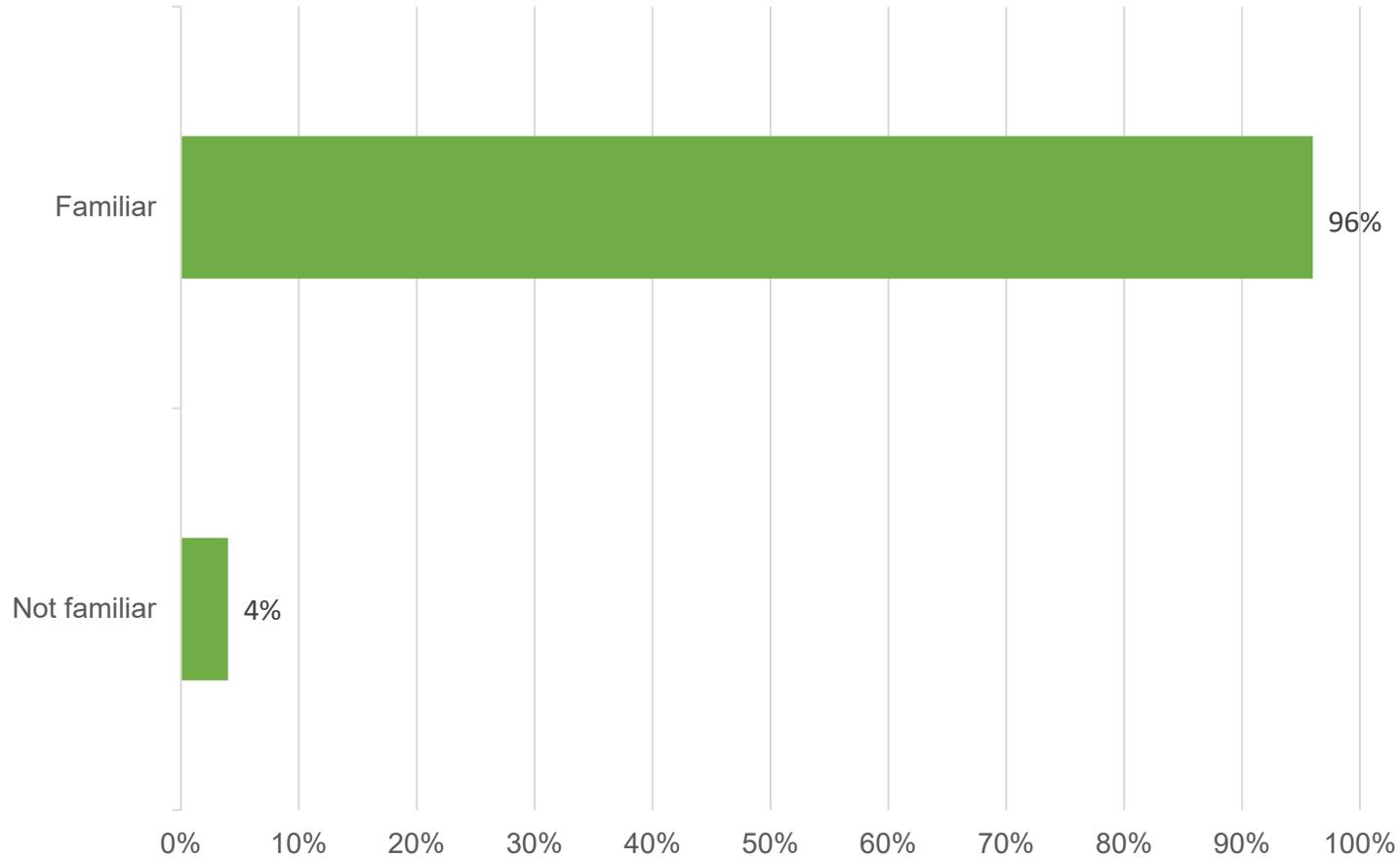
Completes 189

Limitations Timing, incentives

Response Rate 38%

Familiarity with Services

Question: How familiar are you with the job training services provided to students by VocRehab Vermont?



Summary

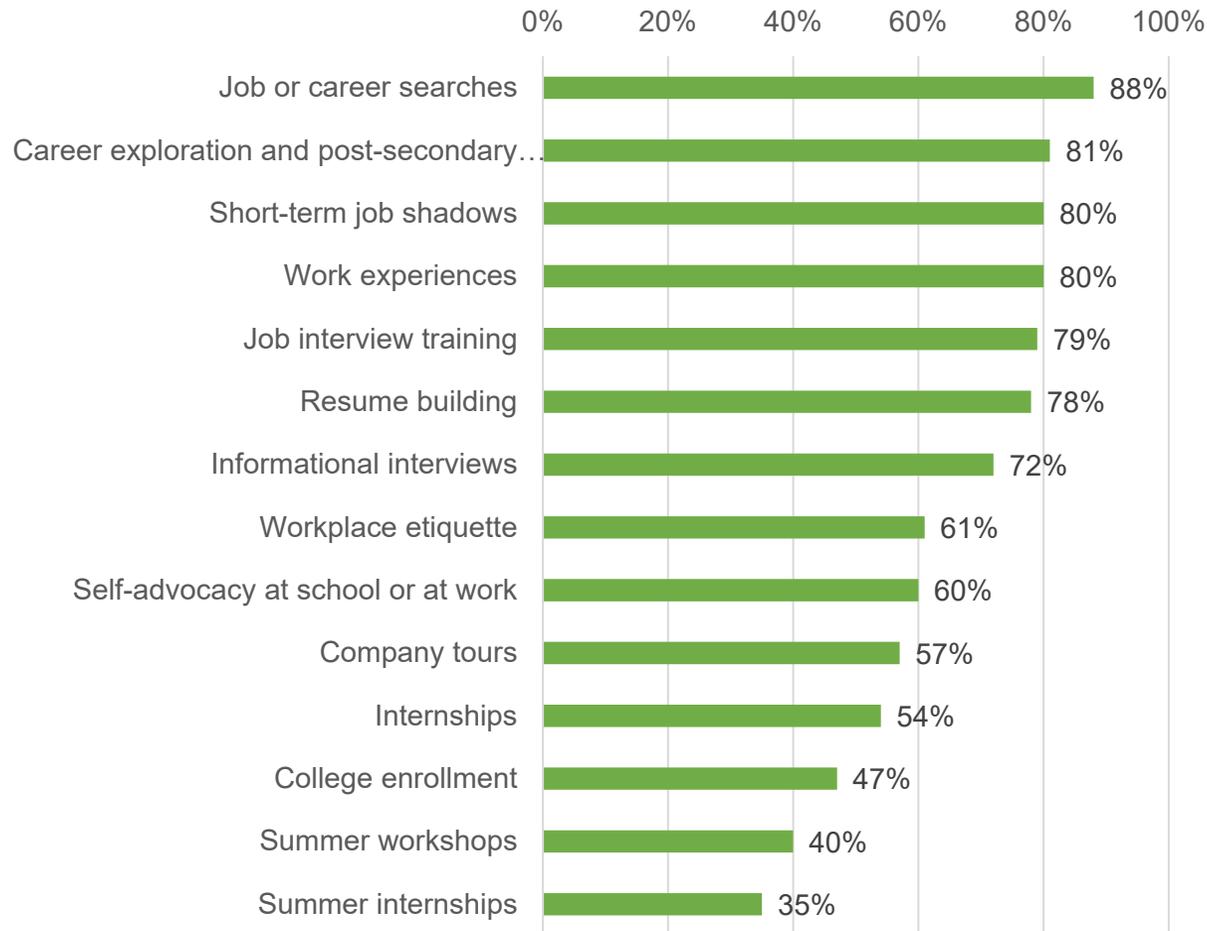
96% of staff at schools and partner agencies responding to this survey have familiarity with DVR.

Bottom Line

In general, staff at schools and partner agencies report overwhelming familiarity with VT DVR.

Awareness of Services

Question: Which of the following Vermont VocRehab student services are you aware of?



Summary

Looking at specific services we see lower levels of awareness in:

- Company tours (57%)
- Internships (54%)
- College enrollment (47%)
- Workplace etiquette (61%)
- Self-advocacy (60%)
- Summer workshops (40%)
- Summer Internships (35%)

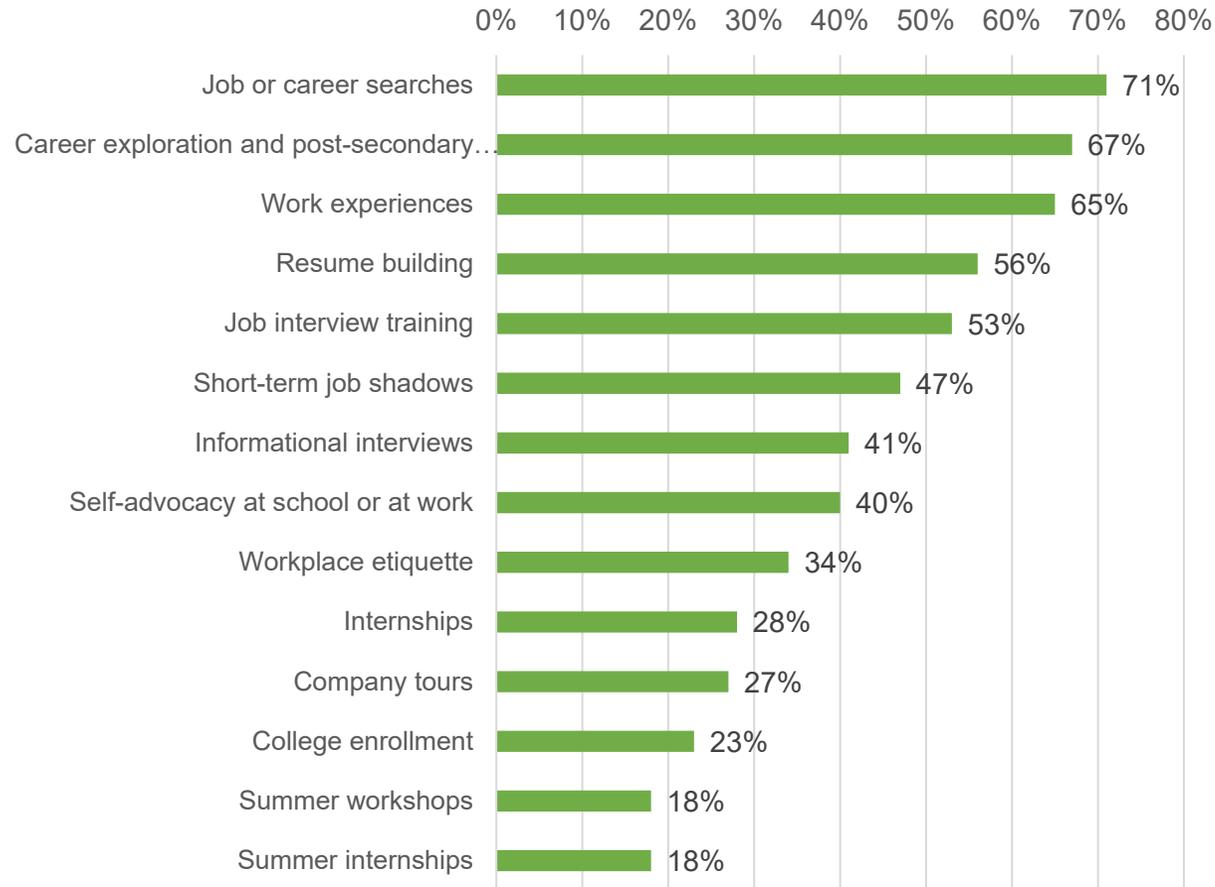
Bottom Line

Staff report an overall high familiarity with services concerning career and work experience.

More awareness of services related to college, internships, or summer programs may be beneficial for students.

Referral Experience

Question: Have you or your school referred students to any of the following services provided by VocRehab Vermont?



Summary

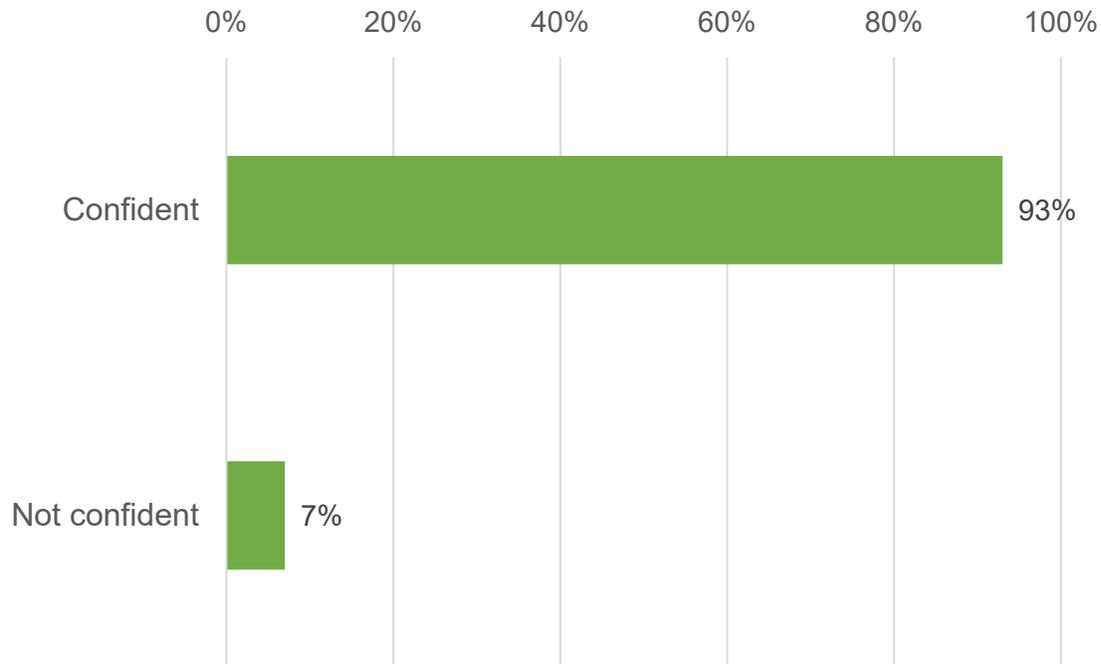
71% of school staff and external partners have referred students to job and career search services. Other common services are career exploration and post-secondary preparation (67%), as well as work experiences (65%).

Bottom Line

School staff and external partners who work with Vermont DVR are more likely to refer their students to services that help with job searches, work experience, and job exploration.

Referral Knowledge

Question: If you wanted to refer a student to VocRehab, how confident are you that you'd know how to refer a student?



Summary

93% of school staff and partner agencies are confident with the VT DVR referral process for students.

Bottom Line

The referral process is well known to staff and partners.

Improving the Referral Process I

Question: What can VocRehab Vermont do improve the referral process?

Type of improvement	%
Clear procedure	56%
Better communication	22%
More presentations and reaching out from VR Staff	22%
More access for all types of students	11%
N/A	11%

What they are saying:

“Have materials available at meetings with a clear understanding how to explain the services. Have people in place that are confident in speaking in an organized manner with knowledge of programs and how they work together. Present at school meetings so people are aware of what can be offered and who is the target population.”

“Have a set procedure which is publicized, shared and followed.”

“I just need to get more familiar on what you offer and how I go about getting information and hooking kids into what you have to offer.”

“Communication with the school District about the student that they are sharing. What has been offered, what the plan is, what else needs to happen.”

Summary

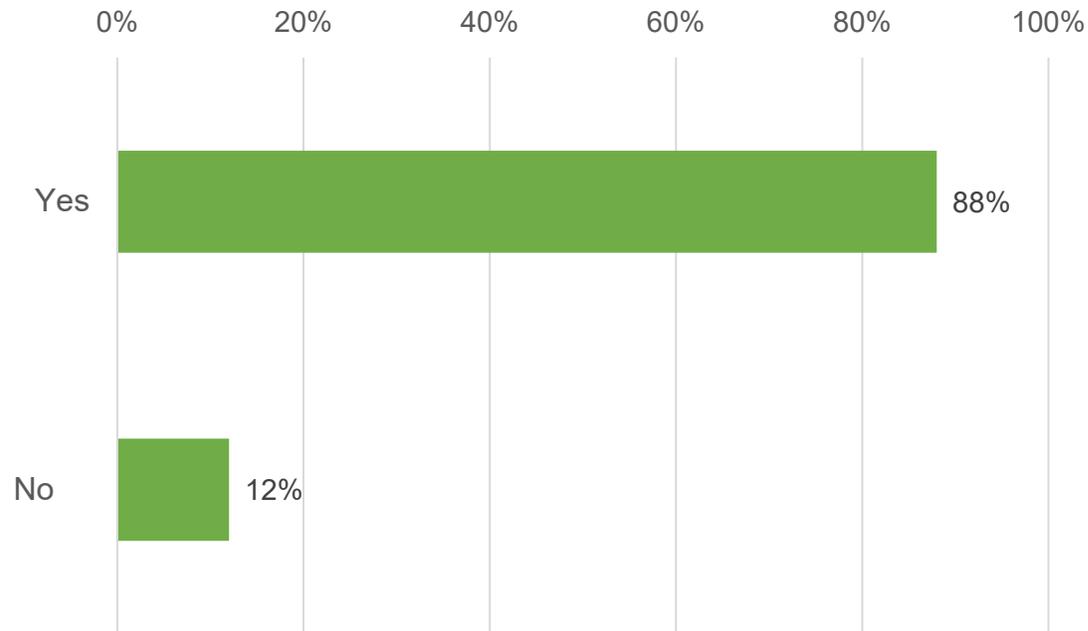
More than half (56%) believe a clearer procedure of the referral process would be helpful.

Bottom Line

Many staff and partners are familiar with the referral process but making the procedure clearer would still be beneficial for some.

Referral Contact Information

Question: Do you know who to contact when referring a student to VocRehab?



Summary

88% know the right person at their school or agency to contact for the VocRehab student referral process.

Bottom Line

Even though there is a high percentage rate of knowing the correct contact for VocRehab, 12% of staff and partners still need more information.

Improving the Referral Process II

Question: How can VocRehab Vermont better inform you?

Type of improvement	%
Better communication	38%
Arrange a meeting	31%
More information about who to contact	13%
More time to learn about VR services	6%
It is the school's responsibility	6%
Stronger presence of VR staff at schools	6%
N/A	6%

What they are saying:

"Have a more required and enforced presence in the school system."

"Meet and explain."

"More frequent communication and follow-through. I understand that there have been some staff changes and financial barriers to serving all students, but the students whom I've recommended got nothing this school year before school shut down. Even appts made were not followed through on."

Summary

38% of school staff and partners report better communication would also increase awareness of who they need to contact from VR while referring a student.

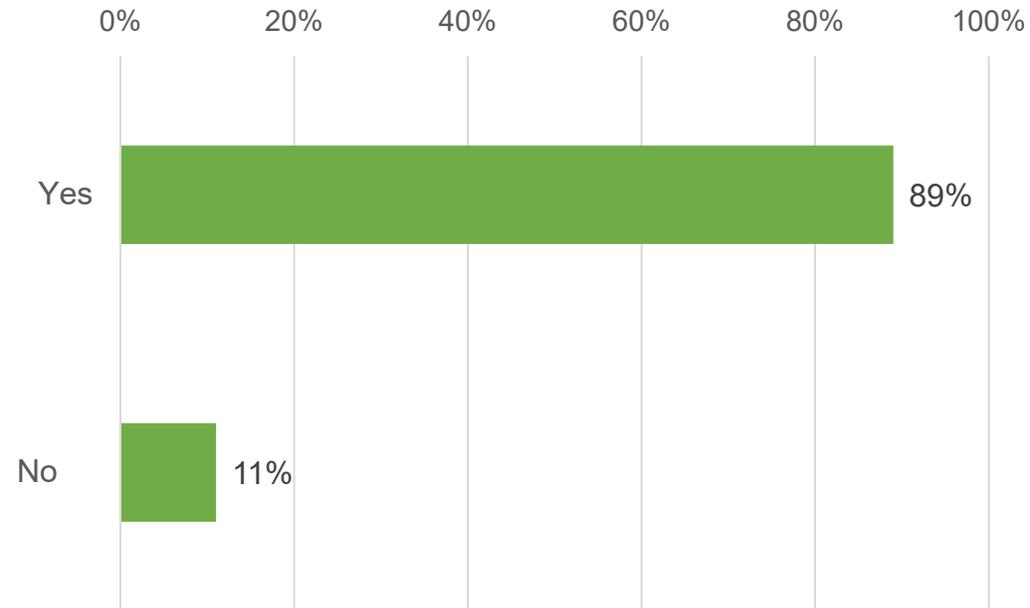
31% recommend arranging a meeting would be supportive as well.

Bottom Line

Frequent communication, additional meetings, and follow through are needed for staff and partners while they determine who to contact from VT VR during student referrals.

When to Refer a Student

Question: Do you know when a student should be referred to VocRehab?



Summary

89% of school staff and partners recognize the right timing when a student needs to be referred to VocRehab.

Bottom Line

There is only a small number of staff and partners that need more knowledge about when a student should enter the VocRehab referral process.

Improving the Referral Process III

Question: What could VocRehab do to better inform you about this?

Type of improvement	%
Detailed referral instructions	38%
Accessible cheat sheet/one-page referral instructions	23%
Better communication	23%
Meeting with a VR staff member about the referral process	15%

What they are saying:

"A cheat sheet or small flyer that could be posted in the office to refer to."

"A short one pager listing the opportunities available through VR?"

"A written process would be beneficial."

"Have a clear process with program materials available. Ensure the VocRehab rep has a clear understanding and awareness of the information"

"Keep reaching out and keep repeating what you do and how you can help. It's not a one-and-done kind of thing."

Summary

38% believe detailed referral instructions explaining when to start the referral process for a student would be useful.

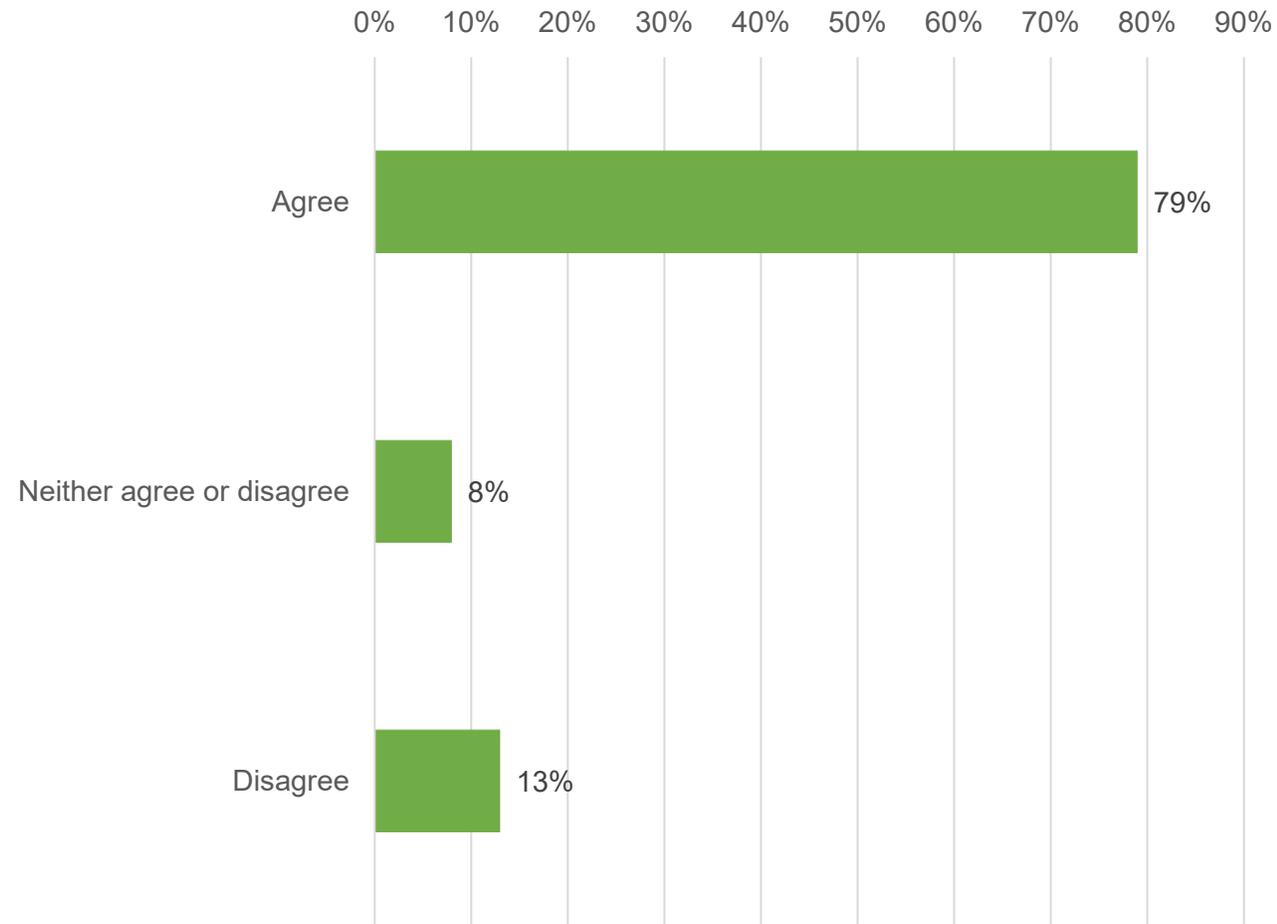
23% mentioned a cheat sheet would be valuable.

Bottom Line

A detailed written procedure about timing of the referral process or a simple one-page instruction sheet are popular options to help staff and partners.

Coordination

Question: VR transition counselor's coordinated with school staff in providing the services students needed.



Summary

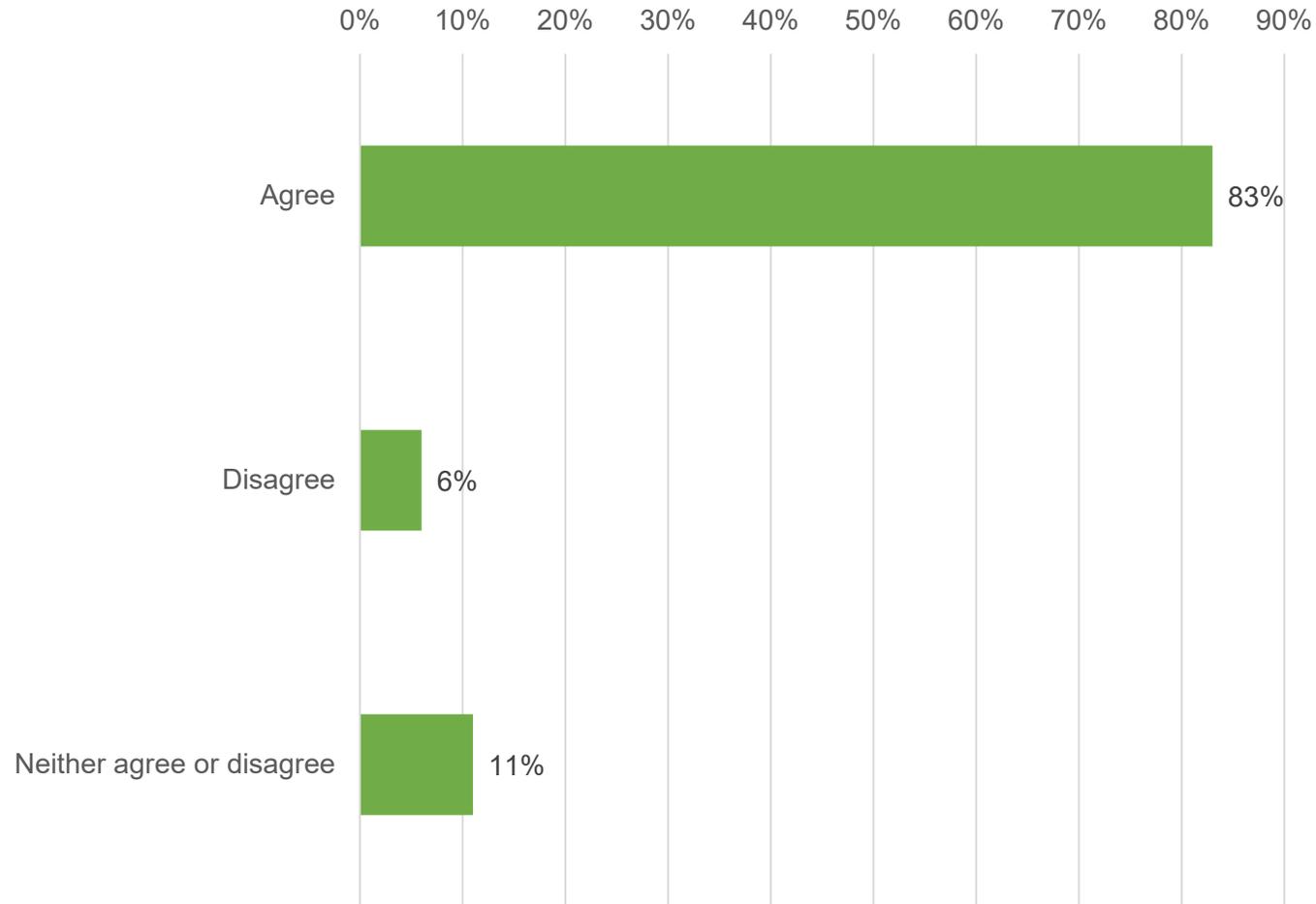
Overall, 79% of staff and external partners believe VR transition counselors coordinate with them to meet students' needs.

Bottom Line

There is some room for improvement regarding coordination.

Ease of Contact

Question: *It was easy to contact VR transition counselors*



Summary

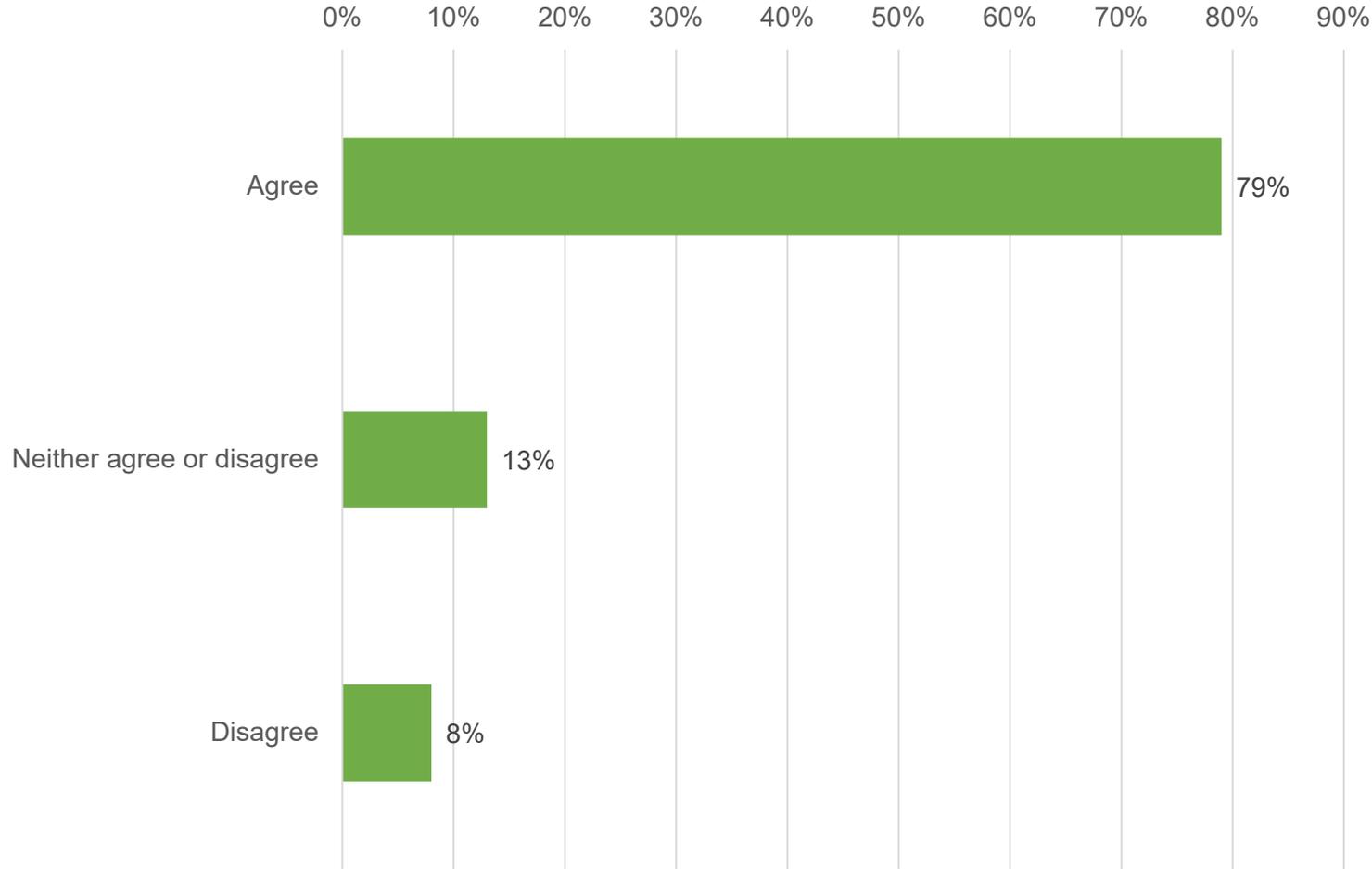
83% agree that it is easy to contact VR transition counselors.

Bottom Line

Contacting VR transition counselors is usually easy for school staff and partners though some locations may need better communication.

Response Time

Question: VR transition counselor responded to my questions and concerns promptly



Summary

79% agree that VR transition counselors respond to questions and concerns promptly while only 8% disagree.

Bottom Line

A few locations may benefit from better response times from VR transition counselors.

Improving Communication

Question: Are there ways that VR can improve communication?

Type of improvement	%
More collaboration with schools, programs, and parents	24%
Clearer communication	22%
More consistent schedule and meetings with students	20%
Better response times	16%
Hire more VR staff	9%
More direct action with students and less talking about ideas	9%
More presentations and reaching out to all types of students about VR services	7%
N/A	2%

Summary

Almost a quarter of staff (24%) and partners report more collaboration from VT DVR with other schools, programs, and parents would help improve communication.

Clearer communication (22%) and a more consistent schedule for students (20%) were also common answers.

Bottom Line

Making communication clearer and further collaborative while meeting more often with students are the common ideas for improving communication with VT DVR.

Improving VR Services

Question: What could VocRehab Vermont have done better to improve services?

Type of improvement	%
Better communication is needed from VR staff	30%
More collaboration is needed with other schools and other support services	27%
General positive comment about VR staff and services	22%
More consistency with VR staff	13%
More availability from VR counselors for students	11%
More effort in maintaining a relationship with students	6%
Transition services need improvement	5%
VR staff have good availability and collaboration	4%
More ideas to get students involved in VR	4%
VR should be more tech friendly	1%
N/A	4%

Summary

30% believe better communication from VR staff would improve their services.

27% report more collaboration with other schools and support services would be helpful.

Bottom Line

Whether it is improving communication with VT VR or improving their services, school staff and partners recommend additional collaboration and better communication all around.